

# State telecommunications management manual

State of California  
Department of General Services

Telecommunications Division  
Sacramento, California

Category:

**Fraud and Abuse**

Chapter Title:

**Fraudulent Call  
Policy and  
Escalation Process**

Chapter Number:

**0501.0**

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## INTRODUCTION

CALNET provides prompt notification to clients when fraud or abuse is detected or suspected. In cases of suspected fraud, clients are consulted to help determine whether fraud exists and if corrective actions are needed to prevent additional fraudulent calling. Employees should report any unusual incident to their Agency Telecommunications Representative (ATR).

## CALNET DISPUTED OR FRAUDULENT CALL POLICY AND ESCALATION PROCESS

The TD makes adjustments to the client's CALNET invoices on a case by case basis. The factors that determine allowable adjustments for a CALNET toll fraud incident include:

- Client alertness to fraud prevention and monitoring,
- Responsiveness to fraud notifications and information requests about potential fraud,
- Promptness in corrective actions and decisions to curtail fraud, and
- The number of toll fraud events experienced from a location.

CALNET provides a central answering point for client billing inquiries; the number is printed on each invoice. Billing representatives explain the billed charges and research disputed and fraudulent calls. When the billing representative determines an adjustment is required, an adjustment appears on the following month's CALNET invoice. If a client is not satisfied with the explanation or proposed adjustment provided, a CALNET supervisor or billing manager may provide further investigation and explanation. If the client still disagrees with the charges, the client provides a written statement outlining his position on the billing dispute. The CALNET Management Board then reviews the basis for the dispute, determines the appropriate action and provides a written response to the client. ATR's should contact the TD, Program Management & Administration, Fraud/Abuse Monitoring, in order to report toll fraud activity.

*See Chapter 0101.0, TD Reference Guide, for all TD contact information referenced within this chapter.*

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